

# Volunteer Crew Descriptions

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## Beverage Areas

|                                  |   |
|----------------------------------|---|
| Barn Pub – 16 Hours .....        | 2 |
| Barn Pub Cash – 16 Hours.....    | 2 |
| Beer Garden – 16 Hours.....      | 3 |
| Beer Garden Cash – 16 Hours..... | 3 |
| Wine Lounge – 16 Hours.....      | 4 |

## Family Zone

|                                 |   |
|---------------------------------|---|
| Children’s Area – 16 Hours..... | 4 |
|---------------------------------|---|

## Hospitality

|                                 |   |
|---------------------------------|---|
| Artist Liaison – 16 Hours ..... | 5 |
| Camping – 16 Hours .....        | 5 |
| Host – 16 Hours.....            | 6 |
| Information – 16 Hours.....     | 6 |
| Media – 16 Hours .....          | 7 |

## Operations

|                                       |    |
|---------------------------------------|----|
| Backstage Decoration – 25 Hours ..... | 7  |
| Camping Set Up – 32 Hours.....        | 8  |
| Ice & Water – 16 Hours.....           | 8  |
| Gardening Crew – 32 Hours.....        | 9  |
| Infrastructure – 32 Hours .....       | 9  |
| Instrument Lock Up – 16 Hours .....   | 10 |
| Parking – 16 Hours .....              | 10 |
| Performer Transport – 16 Hours .....  | 11 |
| Site Transport – 16 Hours .....       | 11 |
| Stage Crew – 16 Hours.....            | 12 |

## Sales

|                              |    |
|------------------------------|----|
| 50/50 – 16 Hours.....        | 12 |
| Merchandise – 16 Hours ..... | 13 |

## Festival Administration

|                                 |    |
|---------------------------------|----|
| Administration – 16 Hours ..... | 13 |
| Logistics – 16 Hours.....       | 14 |
| Box Office – 16 Hours .....     | 14 |

## Safety

|                           |    |
|---------------------------|----|
| First Aid – 16 Hours..... | 15 |
|---------------------------|----|

## Volunteer Services

|  |    |
|--|----|
| Volunteer Services & Guest Information – 16 Hours..... | 15 |
| Volunteer Kiosk – 16 Hours .....                       | 16 |
| Volunteer Lounge – 16 Hours.....                       | 16 |
| Volunteer Party – 16 Hours.....                        | 17 |

## Beverage Areas

| Barn Pub – 16 Hours   |   |
|-----------------------|---|
| Work Days             | Festival Days - Thursday to Sunday, and either a Wednesday set up shift OR a Monday tear down shift if not working Thursday; Some late night shifts required  |
| Skills & Requirements | Serving It Right Certification to serve alcohol; customer service experience; some physical strength required   |
| Description           | The <u>Barn Pub</u> crew is responsible for serving patrons drinks, maintaining cleanliness in the Barn Pub.  |
| Tasks                 | <ul style="list-style-type: none"> <li>- Serve alcohol (max 2 per person)</li> <li>- Tear ALL drink tickets in 1/2 so they can't be picked up and used again</li> <li>- Keep tables clean, fill out inventory at end of shift</li> <li>- Run stock to the bar and clean up cans</li> <li>- Collect cups, sort and bag cans, dump ashtrays, wipe tables and pick up garbage</li> </ul> |
| Minimum Age           | 19  |

| Barn Pub Cash – 16 Hours |  |
|--------------------------|--|
| Work Days                | Festival Days - Thursday to Sunday, and either a set up shift before the festival OR a tear down shift after the festival, if not working Thursday; Some late night shifts required                  |
| Skills & Requirements    | Cash handling skills; customer service experience  |
| Description              | The <u>Barn Pub Cash</u> crew is responsible for selling drink tickets   |
| Tasks                    | <ul style="list-style-type: none"> <li>- ID Patrons; Sell drink tickets</li> <li>- Operate cash registers and/or handle cash in cash box</li> <li>- Ensure tickets are in numerical order</li> </ul> |
| Minimum Age              | 19   |

| Beer Garden – 16 Hours |   |
|------------------------|---|
| Work Days              | Festival Days - Friday to Sunday, and either a set up shift before the festival OR a tear down shift after the festival<br>Some late night shifts required  |
| Skills & Requirements  | Serving It Right Certification; customer service experience; physically fit and able to lift heavy items  |
| Description            | The Beer Garden crew is responsible for serving patrons, and maintaining cleanliness in the main beverage area.   |
| Tasks                  | <ul style="list-style-type: none"> <li>- Pour wine, beer, ciders and coolers</li> <li>- Serve alcohol (max 2 per person)</li> <li>- Tear ALL drink tickets in ½ so they can't be picked up and used again</li> <li>- Clear picnic tables of empty cups and dump ashtrays</li> <li>- Keep alcohol stocked at all times</li> <li>- 1 or 2 people will be assigned to take alcohol in and out of the reefer</li> <li>- Bag all refundable items for refund after the festival</li> </ul> |
| Minimum Age            | 19  |

| Beer Garden Cash – 16 Hours |  |
|-----------------------------|--|
| Work Days                   | Festival Days; Friday to Sunday, and either a set up shift before the festival OR a tear down shift after the festival   |
| Skills & Requirements       | Intermediate cash handling skills, high level of professionalism   |
| Description                 | The <u>Beer Garden Cash</u> crew is responsible and accountable to ensure fiscal control in the Beer Garden during the festival weekend.   |
| Tasks                       | <ul style="list-style-type: none"> <li>- Operate cash registers (training provided) and/or handle cash in cash box</li> <li>- Sell drink tickets</li> <li>- Ensure tickets are in numerical order</li> <li>- ID Patrons</li> </ul> |
| Minimum Age                 | 19   |

| Wine Lounge – 16 Hours |  |
|------------------------|--|
| Work Days              | Festival Days – Friday to Sunday, and either a set up shift before the festival OR a tear down shift after the festival  |
| Skills & Requirements  | Serving It Right Certificate; customer service experience; physically fit with ability to lift heavy items   |
| Description            | The <u>Wine Lounge</u> crew provides patrons with a great selection of wine. Organizes and assists with the scheduled wine tastings.   |
| Tasks                  | <ul style="list-style-type: none"> <li>- Assist with set up/ tear down of area</li> <li>- Open wine bottles</li> <li>- Serve wine in appropriate portions</li> <li>- Lift heavy boxes and ice</li> </ul> |
| Minimum Age            | 19   |

## Family Zone

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| Children's Area – 16 Hours |   |
|----------------------------|---|
| Work Days                  | Festival Days - Friday to Sunday and either a set up shift before the festival OR a tear down shift after the festival  |
| Skills & Requirements      | Responsible; child minding experience; experience with arts and crafts  |
| Description                | The <u>Children's Area</u> crew is responsible for creating a safe, fun and exciting environment.   |
| Tasks                      | <ul style="list-style-type: none"> <li>- Assist with set up/ tear down of area</li> <li>- Play games, face painting, and creating arts/crafts</li> <li>- Volunteers must be responsible to make sure children arriving with a parent(s) or guardian(s) do not leave by themselves</li> <li>- Keep area clean, tidy and organized</li> </ul> |
| Minimum Age                | 14  |

# Hospitality

| Artist Liaison – 16 Hours |   |
|---------------------------|---|
| Work Days                 | Festival Days – (Some Thursday shifts required); Friday to Sunday, Friday to Sunday and either a set up shift before the festival OR a tear down shift after the festival.<br>Must attend one pre-festival meeting  |
| Skills & Requirements     | Interview required; Head Supervisor approval of volunteer required; professionalism; customer service experience; clear communicator  |
| Description               | The <u>Artist Liaison</u> crew greets artists, maintains dressing rooms, and is responsible for artist hospitality.   |
| Tasks                     | <ul style="list-style-type: none"> <li>- Assist with set up/ tear down of area</li> <li>- Be professional and respectful “No Star Struck Fans”</li> <li>- Liaison with SAFMS staff, instrument lock-up, site transport, and performers/bands, to coordinate transportation to stages and green rooms</li> <li>- Liaison with stage crew to assist the artists</li> <li>- Set up dressing rooms, clean and replenish supplies</li> </ul> |
| Minimum Age               | 19  |

| Camping – 16 Hours    |  |
|-----------------------|--|
| Work Days             | Festival Days - Thursday to Sunday   |
| Skills & Requirements | Responsible; customer service experience; physically fit   |
| Description           | The <u>Camping</u> crew is responsible for creating and maintaining an efficient, safe, and clean camping environment.   |
| Tasks                 | <ul style="list-style-type: none"> <li>- Check-in campers</li> <li>- Remove refuse &amp; recycling from campsite throughout the event and after departure of campers</li> <li>- Check-in and assign sites and wrist bands to campers</li> <li>- Walk through site and respond to any arising issues</li> <li>- Tear down; remove &amp; roll fencing, remove &amp; stack layout sticks</li> </ul> |
| Minimum Age           | 16   |

*All crew details are subject to change*

| Host – 16 Hours       |   |
|-----------------------|---|
| Work Days             | Festival Days – (Some Thursday shifts required); Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival  |
| Skills & Requirements | Professional; approachable; ability to read passes carefully; ability to stand for long periods of time; excellent communication skills   |
| Description           | The <u>Host</u> crew creates a welcoming and safe environment for everyone. They assist where needed and provide support at entrances and exits.  |
| Tasks                 | <ul style="list-style-type: none"> <li>- Welcome patrons as they arrive and act as a festival ambassador</li> <li>- Ensure gate traffic flows smoothly</li> <li>- Inform patrons about festival chair height policy as they enter</li> <li>- Check for valid wristbands and check Festival ID nametags when needed</li> <li>- Maintain a presence to ensure a welcoming and safe environment</li> </ul> |
| Minimum Age           | 14  |

| Information – 16 Hours |  |
|------------------------|--|
| Work Days              | Festival Days – Thursday to Sunday   |
| Skills & Requirements  | Customer service experience; professionalism; good knowledge of the Festival and the Shuswap area  |
| Description            | The <u>Information</u> crew will support all festival attendees by answering questions and providing direction. Facilitate the wristband exchange at the West Gate.  |
| Tasks                  | <ul style="list-style-type: none"> <li>- Be a festival ambassador and help create a positive festival environment</li> <li>- Stand out front of the gates and welcome patrons as they arrive</li> <li>- Inform patrons about festival chair height policy as they enter</li> <li>- Answer questions that patrons and/or volunteers may ask</li> <li>- Give patrons and/or volunteers directions as required</li> <li>- Exchange tickets for wristbands at West Gate</li> </ul> |
| Minimum Age            | 16   |

| Media – 16 Hours      |   |
|-----------------------|---|
| Work Days             | Festival Days - Friday to Sunday and a set up shift before the festival<br>OR a tear down shift after the festival  |
| Skills & Requirements | Prior knowledge of the media is required; advanced level of professionalism required  |
| Description           | The <u>Media</u> crew sets up interviews between performers, staff, and the media (print, radio and television), and provides a productive environment for media to do their work.  |
| Tasks                 | <ul style="list-style-type: none"> <li>- Arrange individual interviews with media</li> <li>- Set up performers' news conferences</li> <li>- Answer all questions about the festival from the media, performers, &amp; public</li> <li>- Close all media tent walls every night</li> <li>- Escort media people to and from the backstage area</li> </ul> |
| Minimum Age           | 15  |

## Operations

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| Backstage Decoration – 25 Hours |  |
|---------------------------------|--|
| Work Days                       | Week before and after the festival; Some late night shifts required<br>Must attend one pre-festival meeting  |
| Skills & Requirements           | Interview required; Head Supervisor approval of volunteer required<br>Physically fit; detail orientated  |
| Description                     | The <u>Backstage Decoration</u> crew decorates the backstage and performer lounges in conjunction with Backstage Lounge requirements, and also decorates the Green Rooms in conjunction with Artist Liaison. |
| Tasks                           | <ul style="list-style-type: none"> <li>- Move and clean furniture</li> <li>- Hang lighting</li> <li>- Ensure decoration correlates to festival theme</li> </ul>  |
| Minimum Age                     | 14   |

## Camping Set Up – 32 Hours

|                                  |   |
|----------------------------------|---|
| <b>Work Days</b>                 | Must be available for shifts from August 5 <sup>th</sup> to 15 <sup>th</sup> . Exact days will be determined prior to August; Festival days OFF                               |
| <b>Skills &amp; Requirements</b> | Responsible; physically fit with the ability to bend, walk and lift   |
| <b>Description</b>               | The <u>Camping Set Up</u> crew is responsible for setting up a safe camping environment.  |
| <b>Tasks</b>                     | <ul style="list-style-type: none"> <li>- Set up snow fencing</li> <li>- Pound stakes for camping layout</li> <li>- Label each campsite with a corresponding number</li> </ul> |
| <b>Minimum Age</b>               | 16  |

## Ice & Water – 16 Hours

|                                  |   |
|----------------------------------|---|
| <b>Work Days</b>                 | Festival Days - Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival   |
| <b>Skills &amp; Requirements</b> | Physically fit with ability to lift 50 pounds; valid drivers license  |
| <b>Description</b>               | The <u>Ice &amp; Water</u> crew is responsible for storing and delivering much needed ice and water to various locations on site.   |
| <b>Tasks</b>                     | <ul style="list-style-type: none"> <li>- Deliver water stations to all areas during set up</li> <li>- Inventory &amp; deliver ice &amp; water</li> <li>- Inventory &amp; clean area during tear down</li> </ul> |
| <b>Minimum Age</b>               | 16  |



## Gardening Crew – 32 Hours

|                                  |  |
|----------------------------------|--|
| <b>Work Days</b>                 | Festival Days Watering ONLY - 32 Hours from May to August  |
| <b>Skills &amp; Requirements</b> | Physically fit with ability to lift wheelbarrows; must be reliable   |
| <b>Description</b>               | The <u>Gardening Crew</u> members are responsible for planting and watering shifts up to the date of the festival and watering during the festival.  |
| <b>Tasks</b>                     | <ul style="list-style-type: none"> <li>- Weed the planters and prepare them for new flowers</li> <li>- Plant flowers into large planters</li> <li>- Water and maintain planters up to and throughout the festival</li> </ul> |
| <b>Minimum Age</b>               | 16   |

## Infrastructure – 32 Hours

|                                  |   |
|----------------------------------|---|
| <b>Work Days</b>                 | Hours are split between the week before and the week after the festival; Festival days OFF  |
| <b>Skills &amp; Requirements</b> | Physically fit with ability to lift a minimum of 30 lbs; carpentry skills or equipment operating and stage craft experience is an asset   |
| <b>Description</b>               | The <u>Infrastructure</u> crew members are responsible for helping set up and tear down the festival site.  |
| <b>Tasks</b>                     | <ul style="list-style-type: none"> <li>- Set up/tear down tents</li> <li>- Distribute tables and chairs</li> <li>- Attach shade cloth to fences</li> <li>- Help with various tasks as required</li> </ul> |
| <b>Minimum Age</b>               | 16  |

| Instrument Lock Up – 16 Hours    |   |
|----------------------------------|---|
| <b>Work Days</b>                 | Festival Days - Friday to Sunday and a set up shift before the festival<br>OR a tear down shift after the festival  |
| <b>Skills &amp; Requirements</b> | Physically fit with ability to lift heavy instruments; professionalism  |
| <b>Description</b>               | The <b>Instrument Lock Up</b> crew members are responsible for tagging and storing the performer's instruments on site and maintaining a high level of security in the lock-up area; always friendly and efficient.                       |
| <b>Tasks</b>                     | <ul style="list-style-type: none"> <li>- Assist with set up/ tear down of area</li> <li>- Tag instruments</li> <li>- Maintain an organized system in storage lock-up area</li> <li>- Assist artists with storage of belongings</li> </ul> |
| <b>Minimum Age</b>               | 19  |

| Parking – 16 Hours               |   |
|----------------------------------|---|
| <b>Work Days</b>                 | Festival Days - Friday to Sunday and a set up shift before the festival<br>OR a tear down shift after the festival  |
| <b>Skills &amp; Requirements</b> | Customer service and cash handling experience; flagging experience an asset   |
| <b>Description</b>               | The <b>Parking</b> crew is responsible for giving direction to parking patrons and collecting the parking fee.  |
| <b>Tasks</b>                     | <ul style="list-style-type: none"> <li>- Monitor pay parking &amp; volunteer parking lot</li> <li>- Collect parking fees</li> <li>- Ensure parked cars have the required parking passes displayed</li> <li>- Set up barriers and parking signs on surrounding streets if needed and lot set up</li> <li>- Clean up of the parking lot layout and trash</li> </ul> |
| <b>Minimum Age</b>               | 16  |

| Performer Transport – 16 Hours |   |
|--------------------------------|---|
| Work Days                      | The week before, during the festival and post festival trips when required; Some early morning and late nights required   |
| Skills & Requirements          | Must hold a valid class 4 driver's license for this position; professionalism; personable; interview required   |
| Description                    | The <u>Performer Transport</u> crew is responsible for driving performers to and from the airport, bus station, hotels, etc. This includes transportation of luggage and equipment.   |
| Tasks                          | <ul style="list-style-type: none"> <li>- Greet Performers at the airport</li> <li>- Help with any luggage and/or instruments</li> <li>- Drive performers to hotels and/or festival site</li> <li>- Return performers to airport</li> <li>- Pick up and return rental vans in clean condition</li> </ul> |
| Minimum Age                    | 25  |

| Site Transport – 16 Hours |  |
|---------------------------|--|
| Work Days                 | Festival Days – Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival  |
| Skills & Requirements     | Must hold a valid drivers license and be at least 25 years old to be a vehicle operator; experience operating equipment; confident driving various vehicles; physically fit with ability to lift heavy items; two-way radio experience |
| Description               | The <u>Site Transport</u> crew transports equipment, instruments, supplies and people between stages and to all locations throughout the site.   |
| Tasks                     | <ul style="list-style-type: none"> <li>- Transport furniture, sound equipment, food, and supplies</li> <li>- Provide a courtesy shuttle for mobility challenged patrons, parents with kids</li> </ul>                                  |
| Minimum Age               | 19   |

## Stage Crew – 16 Hours

|                                  |  |
|----------------------------------|--|
| <b>Work Days</b>                 | Festival Days – Thursday to Sunday with shifts scheduled accordingly to stage needs; some late nights required   |
| <b>Skills &amp; Requirements</b> | Sound equipment knowledge, able to lift 50lbs; stage plot experience is an asset   |
| <b>Description</b>               | The <u>Stage Crew</u> assists with various duties requested by the Stage Manager.  |
| <b>Tasks</b>                     | <ul style="list-style-type: none"> <li>- Stage preparation</li> <li>- Music equipment set up and tear down</li> <li>- Ability to lift heavy equipment</li> </ul> |
| <b>Minimum Age</b>               | 16   |

## Sales

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### 50/50 – 16 Hours

|                                  |  |
|----------------------------------|--|
| <b>Work Days</b>                 | Festival Days – Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival  |
| <b>Skills &amp; Requirements</b> | Sales experience; cash handling skills; ability to walk for duration of shift; outgoing and willing to start conversation with strangers   |
| <b>Description</b>               | The <u>50/50</u> crew sells 50/50 tickets through out the festival to patrons and volunteers.  |
| <b>Tasks</b>                     | <ul style="list-style-type: none"> <li>- Sell 50/50 tickets and keep tickets and cash organized</li> <li>- Approach patrons and volunteers</li> <li>- Represent the festival and answer questions when needed</li> </ul> |
| <b>Minimum Age</b>               | 19   |

| Merchandise – 16 Hours |   |
|------------------------|---|
| Work Days              | Festival Days - Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival   |
| Skills & Requirements  | Cash register experience; sales/customer service experience; detail oriented  |
| Description            | The <u>Merchandise</u> crew is responsible for sales of Salmon Arm Folk Music Society's merchandise during the Festival weekend. Volunteers must maintain accurate records at all times.  |
| Tasks                  | <ul style="list-style-type: none"> <li>- Assist with set up/ tear down of area</li> <li>- Operate cash registers and P.O.S. machines</li> <li>- Promote and sell merchandise within the store</li> <li>- Monitor merchandise stock</li> </ul> |
| Minimum Age            | 16  |

## Festival Administration

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| Administration – 16 Hours |  |
|---------------------------|--|
| Work Days                 | Festival Days - Thursday to Sunday and a set up shift before the festival OR a tear down shift after the festival; some late night shifts required<br>Must attend one pre-festival meeting   |
| Skills & Requirements     | Must be a returning volunteer with references available<br>Criminal Record Check if required<br>Exceptional cash handling skills; computer skills; professionalism   |
| Description               | The <u>Administration</u> crew is responsible and accountable for accounting procedures and fiscal control during the Festival weekend.  |
| Tasks                     | <ul style="list-style-type: none"> <li>- Act as Festival Bank</li> <li>- Organize and create cash floats</li> <li>- Record/reconcile sealed cash skims from the Deposit Runners</li> <li>- Replenish depleting cash/coinage</li> </ul> |
| Minimum Age               | 19   |

| Box Office – 16 Hours |  |
|-----------------------|--|
| Work Days             | Festival Days - Thursday to Sunday   |
| Skills & Requirements | Advanced cash handling skills; cash register experience; customer service experience   |
| Description           | The <u>Box Office</u> crew is responsible for selling tickets and wrist banding patrons either in the box office or at will-call.  |
| Tasks                 | <ul style="list-style-type: none"> <li>- Sell tickets and festival programs</li> <li>- Secure wrist bands to patrons accordingly</li> <li>- Represent the festival in a friendly and professional manner</li> <li>- Keep box office clean and organized</li> <li>- Closing crew must clean up the box office area for morning crew</li> <li>- Hand out Media/Sponsorship packages</li> </ul> |
| Minimum Age           | 19   |

| Logistics – 16 Hours  |  |
|-----------------------|--|
| Work Days             | Festival Days - (Some Thursday shifts required) Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival                    |
| Skills & Requirements | Must be a returning volunteer with references available<br>Criminal Record Check if required; computer skills; professionalism<br>Exceptional cash handling skills |
| Description           | <u>Logistics</u> crew members are responsible for counting cash and delivering floats.   |
| Tasks                 | <ul style="list-style-type: none"> <li>- Deliver floats</li> <li>- Make cash skims throughout the day</li> <li>- Assist with counting/balancing cash</li> </ul>    |
| Minimum Age           | 19   |

## Safety

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| First Aid – 16 Hours  |  |
|-----------------------|--|
| Work Days             | Festival Days - Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival  |
| Skills & Requirements | Physically fit; valid First Aid Certificate or professional certification  |
| Description           | The <u>First Aid</u> attendants are responsible for administering aid to anyone who requires it.   |
| Tasks                 | <ul style="list-style-type: none"> <li>- Treat anyone accordingly who requires First Aid</li> <li>- In a rare situation, you may be required to stabilize someone with a critical injury and monitor that person until an ambulance arrives</li> </ul> |
| Minimum Age           | 19   |

## Volunteer Services

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| Volunteer Services & Guest Information – 16 Hours |   |
|---|---|
| Work Days   | Festival Days – Thursday to Sunday  |
| Skills & Requirements                             | Customer service experience; professionalism; good knowledge of the Festival and the Shuswap area   |
| Description                                       | The <u>Volunteer Centre</u> crew will process, organize, and support the volunteers. Answer questions that patrons OR volunteers may ask. Give patrons and/or volunteers directions accordingly.  |
| Tasks   | <ul style="list-style-type: none"> <li>- Organize t-shirts, ID nametags</li> <li>- Provide information to volunteers and patrons</li> <li>- Hand out t-shirts, ID nametag, parking pass to volunteers</li> <li>- Secure wristbands on volunteers for their first day</li> <li>- Act as a festival ambassador and provide support to patrons accordingly</li> <li>- Inform patrons about festival chair height policy as they enter</li> </ul> |
| Minimum Age                                       | 16  |

*All crew details are subject to change*

## Volunteer Kiosk – 16 Hours

|                                  |   |
|----------------------------------|---|
| <b>Work Days</b>                 | Festival Days – Friday to Sunday and one shift set up before the festival OR one tear down shift after the festival   |
| <b>Skills &amp; Requirements</b> | Customer service experience; Food Safe Certificate preferred but not required; detail oriented  |
| <b>Description</b>               | The <u>Volunteer Kiosk</u> crew provides volunteers with their meal vouchers for each shift worked.   |
| <b>Tasks</b>                     | <ul style="list-style-type: none"> <li>- Check ID nametags and keep track of volunteers collecting their vouchers</li> <li>- Keep organized and accurate records</li> <li>- Assist in the Volunteer Lounge if required</li> </ul> |
| <b>Minimum Age</b>               | 16  |

## Volunteer Lounge – 16 Hours

|                                  |  |
|----------------------------------|--|
| <b>Work Days</b>                 | Festival Days – Friday to Sunday and a set up shift before the festival OR a tear down shift after the festival  |
| <b>Skills &amp; Requirements</b> | Food Safe Certificate preferred; customer service experience; food preparation experience  |
| <b>Description</b>               | The <u>Volunteer Lounge</u> crew serves food and non-alcoholic beverages to volunteers.  |
| <b>Tasks</b>                     | <ul style="list-style-type: none"> <li>- Assist with set up or tear down including cleaning of areas</li> <li>- Greet volunteers – help them feel welcome</li> <li>- Serve bunwiches on Friday</li> <li>- Serve snacks and drinks to volunteers</li> <li>- Cut vegetables and fruit/other food preparation</li> <li>- Ensure kitchen area, lounge bathroom, and the lounge itself are always clean and tidy</li> <li>- Fulfill all Interior Health requirements and follow guidelines</li> </ul> |
| <b>Minimum Age</b>               | 16   |



| <b>Volunteer Party – 16 Hours</b> |   |
|-----------------------------------|---|
| <b>Work Days</b>                  | Sunday Evening to Late; Set up before the festival AND one tear down shift on Monday after the festival; <b>MUST</b> be available <b>SUNDAY NIGHT</b> and <b>MONDAY MORNING</b>   |
| <b>Skills &amp; Requirements</b>  | Customer service experience; Serving It Right Certificate; detail oriented; able to stay up late  |
| <b>Description</b>                | The <u>Volunteer Party</u> crew provides volunteers with the epic volunteer after party.  |
| <b>Tasks</b>                      | <ul style="list-style-type: none"> <li>- Set up and decorate for the party</li> <li>- Serve alcohol (max 2 per person)</li> <li>- All drink tickets must be torn in ½ so they can't be picked up and used again</li> <li>- Manage food stock</li> <li>- Keep bar stocked</li> <li>- Keep area tidy at all times, wipe tables and pick up garbage</li> <li>- Help tear down after the party</li> </ul> |
| <b>Minimum Age</b>                | 19  |